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5 PAGES ATTACHED

Re Applic of	Howard Young et al.
Docket No.	FLS920000283
Serial No.	09/723,519
Filing Date	11-28-00
Attorney	Jay H. Anderson

Attached: PRELIMINARY AMENDMENT

PLEASE DELIVER TO:

EXAMINER:


ART UNIT: 2161

PHONE NO:

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INTERNATIONAL BUSINESS
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East Fishkill Facility
2070 Route 52
Hopewell Junction
New York 12533-6531Fax: 845-892-6363
Phone: 845-894-3667

AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. FIS920000283	
Applicant(s): H ward Young et al.					
Serial No. 09/723,519	Filing Date 11-28-00	Examiner Not available	Group Art Unit 2161		
Invention: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD					
<u>TO THE COMMISSIONER FOR PATENTS:</u>					
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	7	20	0 x	\$18.00	\$0.00
INDEP. CLAIMS	1	3	0 x	\$66.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<div><input checked="" type="checkbox"/> No additional fee is required for amendment.</div> <div><input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____</div> <div><input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed.</div> <div><input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 09-0458<div><input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.</div><div><input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.</div></div>					
 _____ Signature			Dated: <i>22 December 2003</i>		
<div>Jay H. Anderson Registration No. 38,371 Telephone No. 845-894-3667 Fax No. 845-892-6363</div> <div style="text-align: right; margin-top: 20px;">I CERTIFY THAT THIS DOCUMENT IS BEING FACSIMILE TRANSMITTED TO THE USPTO ON THE DATE SHOWN BELOW: Date of Transmission: <i>12/22/03</i> Name of Person Making Transmission: <i>Karen Cinq-Mars</i> Signature: <i>Karen Cinq-Mars</i> <i>12/22/03</i></div>					
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